

Silent Blue® Floor Installation and Warranty Guidelines

Our flooring products come with 25 years structural and finish (Residential) Warranty / 10 years light commercial finish Warranty. Installation of the product confirms your acceptance of the product. Failure to follow Pre-Installation and Installation guidelines will void the manufacturer's warranty. The warranty does not cover **Damage by wheel chair, rolling desk chair**, from improper use, care, maintenance or installation, including scratching, water-leak, flood damage, denting, telegraphing, fading, staining, moisture and humidity issues. Please review our warranty coverage information for specific terms and conditions. **PLEASE READ CAREFULLY BEFORE INSTALLING AND ALWAYS REFER TO WWW.SILENTBLUEPAD.COM FOR THE MOST RECENT INSTALLATION GUIDELINES**

MUST BE INSTALLED BY PROFESSIONAL INSTALLERS, otherwise your warranty will be void. All floor panels must be checked carefully for grade, color, finish and material defects before and during installation. Ensure adequate lighting for a proper inspection. Products with visible defects must not be installed under any circumstances. Please contact the seller immediately and arrange for replacement. Industry standard allows up to 5% of material may be culled for blemishes or defects without being considered defective. Please note our products contain a standard pattern variation and installers should be working from multiple open boxes to ensure boards are blended throughout. Any product that is installed despite an apparent defect is deemed to be accepted. The distributor or retailer must be informed in writing within 15 days from defects. The color and brightness resulting from adding flooring to an existing installation and / or repair later are excluded from coverage.

When purchasing flooring, we recommend adding 5%-15% to actual square footage needed for cutting allowance and to compensate for culled material. It is acceptable that up to 5% of material be outside the range of acceptance and not be considered defective.

It shall be the responsibility of the Installer to document installation date, product SKU and Lot information, subfloor moisture content, site relative humidity and site temperature. This information must be documented by the installer and a copy provided to the property owner to ensure product warranty coverage. Please visit our website www.silentbluepad.com

This product warranty only applies to defects inherent in the product supplied. This means any manufacturing defects recognized by the manufacturer. This includes delamination or reduced resistance of the protective coating layer, but does not include the **cut or modified floors and moldings**. The manufacturer will replace the defective product at its option. If the complaint is substantiated, the replacement of the flooring is supplied by the distributor or retailer, with only new panels of the current product range at the time of the complaint. There will be no other form of compensation (**No labor**). The liability under this warranty only applies to hidden defects. These are defects that were not visible before or installation of the floor covering. Installation must be done by professionals. If an unprofessional person tries to install the flooring, warranty will simply be cancelled. The floor covering **Silent Blue® Floor** can never be held responsible for any property damage and / or secondary degradation.

The **Silent Blue® Floor** is waterproof but is not a moisture barrier. The product can withstand topical water and water penetration for up to 16 hours without being damaged. However, water leaking over or around the outer edges of the flooring can damage a wood subfloor and breed mold/mildew growth on subfloor and walls. This is not considered a defect in the flooring.

Open joints of 0.01 inches (0.2mm) or less are not considered a defect under the joint integrity warranty. Joints compromised by improper installation, lack of continuous climate control, or obstructions creating pinch points are specifically excluded by this warranty.

Failure to follow any and all of Silent Blue® Floor recommended installation guidelines will void warranty coverage.

Jobsite & Pre-Installation Guidelines

Silent Blue® Floor should be one of the last items installed for any new construction or remodel project. **All Silent Blue® Floor** products must be installed per the manufacturer's guidelines. For any questions or specifications not specifically outlined herein, please contact **Silent Blue® Floor** Technical department.

All construction or renovation (paint, drywall, concrete, masonry, plumbing) must be complete and dry prior to the delivery of the **Silent Blue® Floor**.

HVAC stands for Heating, Ventilation, and Air Conditioning

- HVAC should be on, operational and maintained between 60 – 80 degrees with a relative humidity of 35%- 65% range a minimum of 48 hours prior to delivery, during and after installation of the flooring.
- We recommend using a Hydrometer to monitor interior climate and the use of a humidifier/dehumidifier may be required.

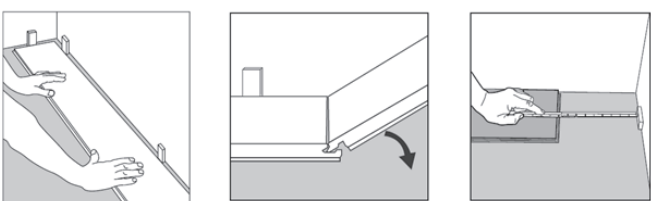
ALWAYS CHECK MOISTURE LEVELS BEFORE INSTALLING

Test the concrete subfloors moisture content by calcium chloride testing or by using an appropriate moisture meter. The moisture content for concrete subfloors registered after a calcium chloride test should not be greater than 8 pounds per 1000 square feet of area. If it exceeds these limits, DO NOT install the flooring. Before moisture testing begins, the slab must be cured for a minimum of 90 days. The moisture vapor emission rate for concrete subfloors must not exceed 85% RH using ASTM 2170 or 8 pounds per 1000sqft per 24 hours using Calcium Chloride test ASTM 1869. **ASTM F710 is Required as a standard practice for preparing concrete substrates to receive resilient flooring.** If using a moisture meter, please refer to the recommended guidelines set forth for by that moisture meters' manufacturer.

- Basements and crawl spaces must be dry. Use of a 6-mil polyethylene is required to cover 100% of the crawl space earth. Crawl space clearance from ground to underside of joist to be no less than 18" and perimeter vent spacing should be equal to 1.5% of the total square footage of the crawl space area to provide cross ventilation in accordance with local regulations.

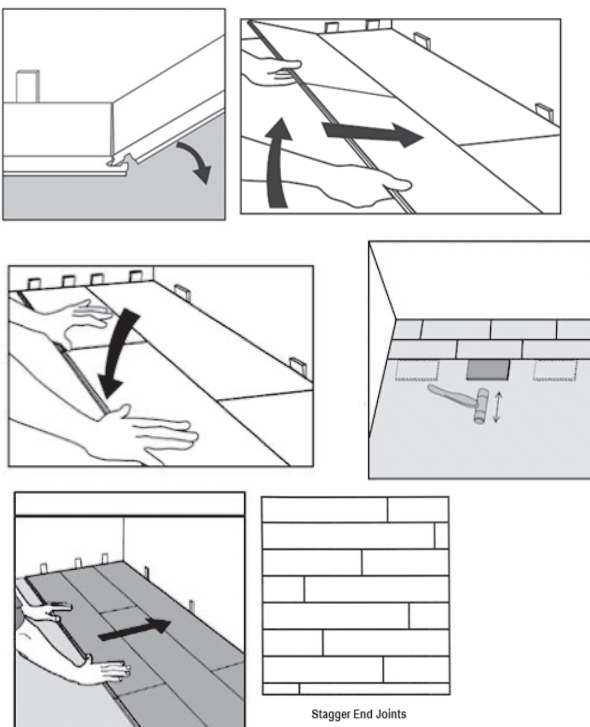
Preparing and leveling the sub-floor:

- The sub-floor needs to be structurally sound without deflection.
- The sub-floor should be free of any surface defect. If it is not, fill gaps with a Portland-based leveling cement.
- For concrete floors sand/grind down any uneven areas.
- For wood floors, use a wood leveling patch or skim coat as needed.
- The sub-floor must be level and flat to 1/4" per 10' radius and must not vary more than 1/16" per 3-foot straight line.
- Any gaps in the sub-floor should not exceed 1/16".
- Use flooring screws into floor joists if necessary to minimize squeaks in subfloor.
- The surface must be clean and free of any contaminants such as wax, paint, grease, dust, oil, nails, staples, old adhesive, etc. and thoroughly swept and free of all debris.
- For concrete installation, ensure that the concrete is not low-density (below 3000 psi) or gypsum based.
- It is highly recommended** to add a 6-mil plastic moisture barrier over a concrete subfloor to prevent future moisture issue from the slab. Even if the test results are within the manufacturer's standards. Tests performed reveal the reading at the time of testing. It is impossible to predict what the humidity level will be in the weeks or months that follow. Even if you're using a 6-mil moisture barrier, and you have a serious moisture problem, it is possible that the pressure caused by the humidity pushes up the floor and make your floor buckle.



Step Three - Lay Out

- Start the second row by using the leftover part of the plank you have cut. It should be a 10" long. If not use a new plank, cutting it into two. Make sure to always stagger the joints at least 10" apart.
- Insert the tongue of the cut plank (long side) into the groove of the first-row planks (long side), pressing them together and pushing gently down towards the floor.
- Second plank of the second row. Insert the tongue of a new plank (short side) into the groove of the first plank (short side) and fit them together in the long side of the first row by pressing down towards the floor.
- Continue in this way with the whole floor. Make sure that the click system is engaged evenly; any gapping can compromise the integrity of the installation. To ensure a tight fit, use a tapping block and rubber mallet on the long seams and tap down on the top of the plank at the short seams. Continue installing planks across the room ending at the far wall.
- Before laying the final row, measure and cut the plank accordingly allow ¼" expansion. Drop the plank down and complete your row.



Step Five - Completing the Job

- Clean the floor with any high-quality, p/h-neutral vinyl cleaner.
- Install transition pieces if needed (stair nose, reducer, end cap, t-molding and quarter round).
- Complete Warranty Registration Form.
- Any unused material should be stored in a dry place in case future repairs are needed. We recommend saving at least 2 boxes.

Care & Maintenance

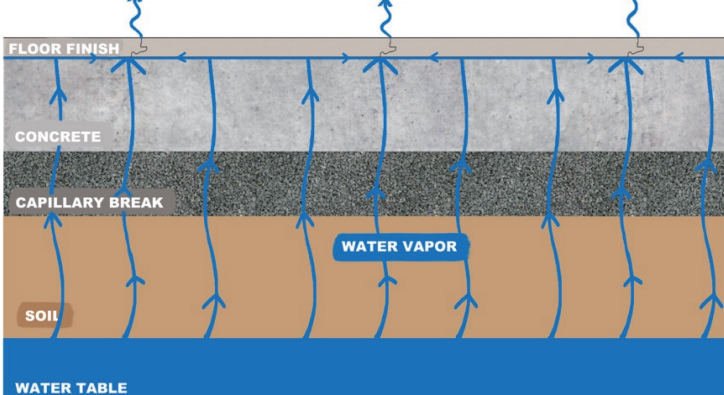
Here is the best way for maintenance and to clean all your **Silent Blue® floor**.

- To keep your Silent Blue Floors like brand new for the years to come. Sweep or vacuum at least once a week to remove sand or any abrasive material to prevent scratches.
- Clean your floors periodically with a P/H Neutral vinyl cleanser.
- For moderately soiled areas, use a mild solution of isopropyl (rubbing) alcohol and distilled water. Dilute the mixture by mixing one-part alcohol and 2 parts distilled water. Always spot test in an inconspicuous area.
- Avoid using any cleaning agents containing wax, oil or polish. Left over residue will form a dull film.
- Do not use any wood care floor cleaning products on vinyl floors. Self-Polishing acrylic waxes can cause the surface to become slippery and appear dull quickly.
- Do not use vinegar as a cleaning solution, its acidic properties will harm the finish.
- Use area rugs both inside and outside doorways to help prevent grit, dirt and other debris from being tracked onto your floor. Please use a breathable rug pad underneath all throw rugs to prevent scratching.
- Place an area rug in front of the kitchen sink
- Do not wet-mop the floor. Standing water can dull the finish, damage the floor and leave a discoloring residue.
- Do not use a steam mop of any kind. Damages associated with steam mop use will void warranty coverage.
- Wipe up spills immediately.
- Furniture legs, chairs, tables, sofas, etc. must always be covered with protective felt to prevent scuffs and scratches. Larger pads may be required on bigger objects. Scratching due to insufficient protection are not covered under by the warranty.
- Avoid walking on your vinyl floors with cleats, sports shoes and high heels.
- A 125-pound woman walking in high heels has an impact of 2,000 pounds per square inch. An exposed heel nail can exert up to 8,000 pounds per square inch. This kind of impact can dent any floor surface.
- When moving heavy furniture, do not slide it on the flooring. It is best to pick up the furniture completely to protect the floor from damage.
- With rolling office chairs being used, a protective, plastic floor mat should be required in the installation instructions

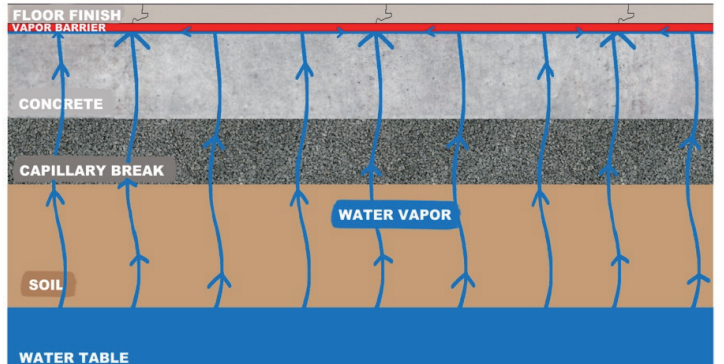
Things to remember:

- For best appearance plan, install the boards in the same direction as the main light. This will reduce the appearance of the joints. In a corridor or small room, it is better to install the boards parallel to the long side.
- The surface of the subfloor must be completely flat, dry, clean and solid before proceeding with the installation of your **Silent Blue® Floor**.
- All **Silent Blue® Floor** with Padding attached don't require any underlayment before installation. **It is highly recommended** to add a 6-mil plastic moisture barrier over a concrete subfloor to prevent future moisture issue from the slab.
- Always make sure that there are no defects in the boards, such as chips, color or a sheen variation, under a good light condition. Also make sure the groove is clean and free of debris. Any product that is installed despite an apparent defect is considered to be accepted.
- Do not install a defective product as this will void the warranty.
- Protect the area where the traffic is important by putting rugs or carpets.

11. Moisture issue from the slab **without** a 6-mil plastic moisture barrier.



12. Moisture issue from the slab **with** a 6-mil plastic moisture barrier.



Acceptable Installation Methods

Acceptable floor coverings include: Solid wood, linoleum (1 layer only), terrazzo, ceramic, and stone tile. Tiled floors with grout lines will require a cementitious leveling compound to fill any grout lines, voids, or cracks.

Unacceptable floor coverings include: Carpet (any type), foam underlayment, cushioned-back vinyl, rubber, cork, laminates, free-floating floors, and wooden floors over concrete. Never trap a non-waterproof product between the concrete slab and the new **Silent Blue® floor**.

Recommended Installation Area

This product is not suitable for any outside use, sunrooms/solariums, showers, saunas, seasonal porches, camping trailers, boats, RV's or rooms that have a potential of flooding. Do not install in rooms or homes that are not temperature controlled.

Exposure to long term direct sunlight can cause damage to your floor. Failure to properly shade or UV tint windows can discolor, fade, or buckle vinyl planks. Vinyl planks are not intended for use on stairs or vertical surfaces. Do not glue, nail, screw or fasten to substrate. Install cabinetry, island and peninsula counters, vanities, tubs, and showers first. Then install vinyl planks around them. **Never install** cabinetry, island and peninsula counters, vanities, tubs, and showers **over Silent Blue® floor**.

Inspect the Flooring

Flooring panels must be carefully inspected for grade, color, finish and material defects before and during installation. Ensure adequate lighting for a proper inspection. Products with visible defects must not be installed under any circumstances.

Expansion Space

An expansion space of 1/4" must be left around the perimeter of the room and all vertical obstructions such as pipe and columns.

Undercut Door Casings

Undercut all door casings 1/16" higher than the thickness of the flooring being installed. To do this, use a scrap piece of flooring as a guide. Lay it on the substrate and cut the casing with a handsaw or use a power jamb saw set at the correct height.

Radiant Heat Installations

DO NOT INSTALL Silent Blue® Floor over heating zones.

The following guidelines must be followed to maintain warranty coverage. Failure to follow ALL guidelines will result in termination of warranty coverage.

GENERAL INSTALLATION TOOLS:

- Moisture Meter
- Tape Measure
- Pencil
- Chalk Line
- Hand Saw or Power Saw
- Utility Knife
- Tapping block
- Crow Bar or Pry Bar
- Wood or Plastic Spacers (1/4")
- Rubber Mallet

FLOATING INSTALLATION INSTRUCTIONS

Please Refer to www.silentbluepad.com for latest updates

Step One - Establish a Starting Point

- Remove any existing wall base, shoe molding, quarter round or doorway threshold.
- The surface of the subfloor must be completely flat, dry, clean and solid before proceeding with the installation of your **Silent Blue® Floor**.
- To start, ensure that no damage has been done to the flooring during transportation. After cleaning the floor surface is **highly recommended** over a concrete slab to roll out a 6-mil plastic moisture barrier. Use a required tape to stick it together. Do not used masking tape.
- Undercut all door casings 1/16" higher than the thickness of the flooring being installed. To do this, use a scrap piece of flooring as a guide. Lay it on the substrate and cut the casing with a handsaw or use a power jamb saw set at the correct height.

Step Two – Installation of the first row

- Determine the longest, straightest wall to begin installation; this is usually an exterior wall. Lay the first plank's short end tongue side against the wall, with the grooved side facing you. Make sure you leave a ¼" space to allow expansion. If the wall is uneven, the plank should be cut and adapted to the contour of the wall.
- Insert the tongue of the second plank (short side) into the groove of the first plank (short side), pressing them together and pushing gently down towards the floor. Complete the first row in the same manner.
- At the end of the row, measure the total width missing less ¼" for expansion. Cut the plank and complete the row.

- It is a good idea to keep some extra boards in case accidental damage occurs. Have the boards replaced by a professional flooring installer.
- If you have a flood. Remove the water, the floor covering. Wash and disinfect the area and the floor covering. Once the temperature and humidity have returned to normal **between 15 °C and 32 °C (59 °F - 90 °F)** and the relative humidity **45% and 60%**. You can reinstall your **Silent Blue® Floor**.

Failure to that INSTALLATION GUIDE will result in voiding the warranty. This limited warranty is not transferable and extends only to the original end user.

Claim Procedure

- You must contact your authorized dealer and explain the problem to them.
- A representative of the authorized dealer or the installer must inspect the floor and site conditions.
- The dealer will fill up a claim form including photos and/or videos.
- The dealer must return the claim form, photo(s) and/or video(s), customer invoice(s), Silent Blue invoice(s) and installer invoice(s), by email to info@silentbluepad.com.
- Once we have received all documents. We will respond to the dealer with a letter by email in the next 5 business days.
- If you are not satisfied with the decision, we are willing to send a licensed inspector to examine this problem at your cost of \$ 650. If the inspector's conclusion determines a manufacturing problem, we will reimburse the cost of the inspection and replace the goods without installation.

Under no circumstances will Silent Blue be involved directly with the Dealer's customer(s).

To qualify for any repair or replacement, you must provide the original receipt of sale or other documentation to show proof of purchase. In your reports, fill in the following information and keep them in a safe place with your original documents.

Retailer name: _____

Retailer address: _____

Retailer Phone: _____

Purchase date: _____

Delivery date: _____

Product name: _____

Installed by: _____

Installation date: _____

Subfloor Moisture content before installation: _____

Temperature and relative humidity before installation: _____